



**BRUNOBUILT**  
HOMES

September 03, 2009

Idaho Public Utilities Commission  
Attn: Ms. Jean Jewell, Commission Secretary  
PO Box 83720  
Boise, ID 83720-0074

Re: Formal Complaint against Idaho Power

Dear Ms. Jewell:

I would like to formally make a complaint against Idaho Power for the assessment of a \$50.00 return trip charge applied to my job at 10112 Whitecrest in Star (Service Agreement No. 0350151331).

My complaint is that Idaho Power Company is inconsistent in their application of their rules and guidelines for contractors and as a result allows contractors to become confused as to what they will or will not allow in the field. As a result, my subcontractors had installed a run of conduit which wasn't perfectly vertical or attached to the building expecting Idaho Power Company to install the meter and the power regardless. It turns out that Idaho Power Company chose my particular job site to deny power to, causing me to lose several days of scheduling and work, losing hundreds of dollars of income and then without notification billed me \$50 to go back and install the meter and the power. I have attached a photo of the meter and the conduit in its state when they refused to install the power to the house and also attached another photograph showing a recent job where they did install the power to the house. In the second photo the conduit was more vertical but clearly not attached to the building which is supposed to be one of their steadfast rules and one of the reasons they didn't install power to the job site this complaint is about. Obviously they can't decide when to enforce their rules and in my mind they should not be able to arbitrarily charge a customer a fee whenever they damned well please.

I have photographs of several locations where the power company has installed power to homes with crooked conduit or unattached conduit, showing that they pick and choose who they want to help and who they want to hurt on any given day.

In addition, I have attached a photo of their habit of littering our job sites which their management has told me I cannot hold them responsible for without asking their permission!

It is my opinion and the opinion of many a power company customer, both residential and commercial, that this utility company has the attitude that they don't care because they don't have to.

I want the \$50 charge abated along with any interest or penalty charges which they may have tried to assess.

Robert Bruno  
BrunoBuilt, Inc.

cc. Better Business Bureau

BRUNOBUILT, INC.  
947 E. Winding Creek  
Eagle, Idaho 83616

Office: 208.938.2357  
Fax: 208.938.2359

[www.brunobuilt.com](http://www.brunobuilt.com)



**Robert**

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**From:** Smith, Matt [MSmith@idahopower.com]  
**Sent:** Tuesday, July 07, 2009 1:41 PM  
**To:** Robert  
**Cc:** Johnston, Guy  
**Subject:** RE: RE:

Dear Mr. Bruno, I originally told you when I spoke to you on Thursday July, 2 that I would check into why it was turned down. I did that and I was told the conduit was not against the siding and the clamp was not installed to secure the conduit. I shared this with you when we talked this morning and I did say I was told it was approx 8" away and you disputed that. I then said I would check again and I did. I responded back that the 8 " was more of a guess and that was from the foundation and not the siding and I apologized for that. I also e-mailed you a picture of the conduit and why it was turned down. I talked to your excavator and he said it was 3 1/2 or 4 inches from the siding but he agreed that that was too far. I also have talked to your electrician to get his perspective and he thought it was because the clamp was missing. We do want the clamp installed and we do sometimes push wire before the clamp is installed but the main reason this was turned down was the distance from the siding and we also stated that the clamp was missing. He agreed that it should have been closer. You also stated that the siding was stucco and that's why the clamp was not installed and why it was away from the siding, this is not correct as the picture shows. I as I stated before I stand behind the work of my employees and if we make a mistake as we do on occasion I will correct the issue and resolve the dispute. You also stated that we "always" leave the wire ends and trash at your work site, If this does happen please contact me and we will resolve the issue because we expect our employees to clean up their mess. I would encourage you to review the Reduced charge Option for Underground Electrical Service at <http://www.idahopower.com/>

Matt W. Smith  
Lines Leader, Capital Region  
Idaho Power Company  
(208) 388-2053  
[msmith@idahopower.com](mailto:msmith@idahopower.com)

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**From:** Robert [mailto:Robert@brunobuilt.com]  
**Sent:** Tuesday, July 07, 2009 11:02 AM  
**To:** Smith, Matt  
**Subject:** RE:

For the record Mr. Smith, you told me today that the conduit was 8 inches away from the house and that is why the power wasn't pulled.

You also told me as a result, I was billed a return trip charge.

Your crews told me they wouldn't pull the power because the conduit wasn't clamped down to the house.

Something that is a common practice. (Not having a clamped riser until trim out)

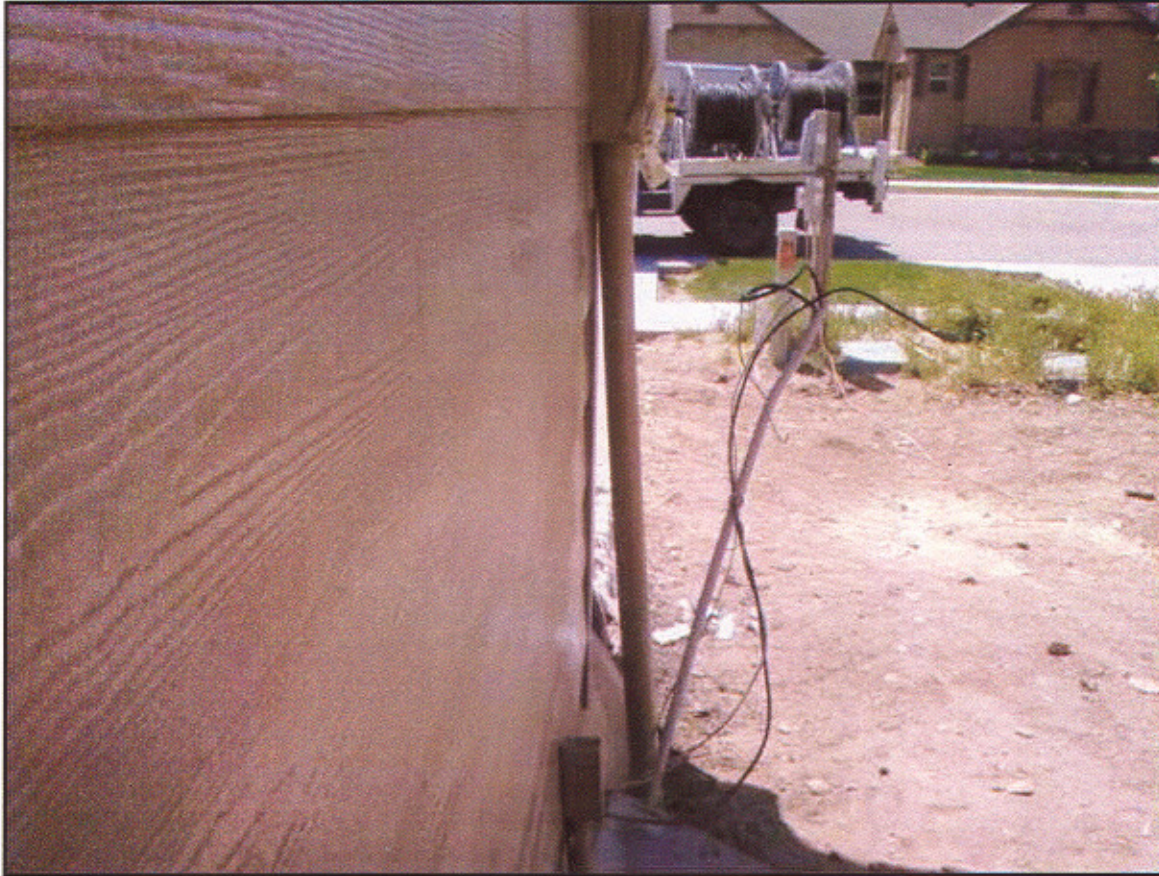
Get your stories straight.

You won't make a good witness if you don't.

Robert Bruno  
BrunoBuilt, Inc.  
947 E Winding Creek Drive  
Eagle, ID 83616  
938-2357



**From:** Smith, Matt [mailto:MSmith@idahopower.com]  
**Sent:** Tuesday, July 07, 2009 9:27 AM  
**To:** Robert  
**Subject:**



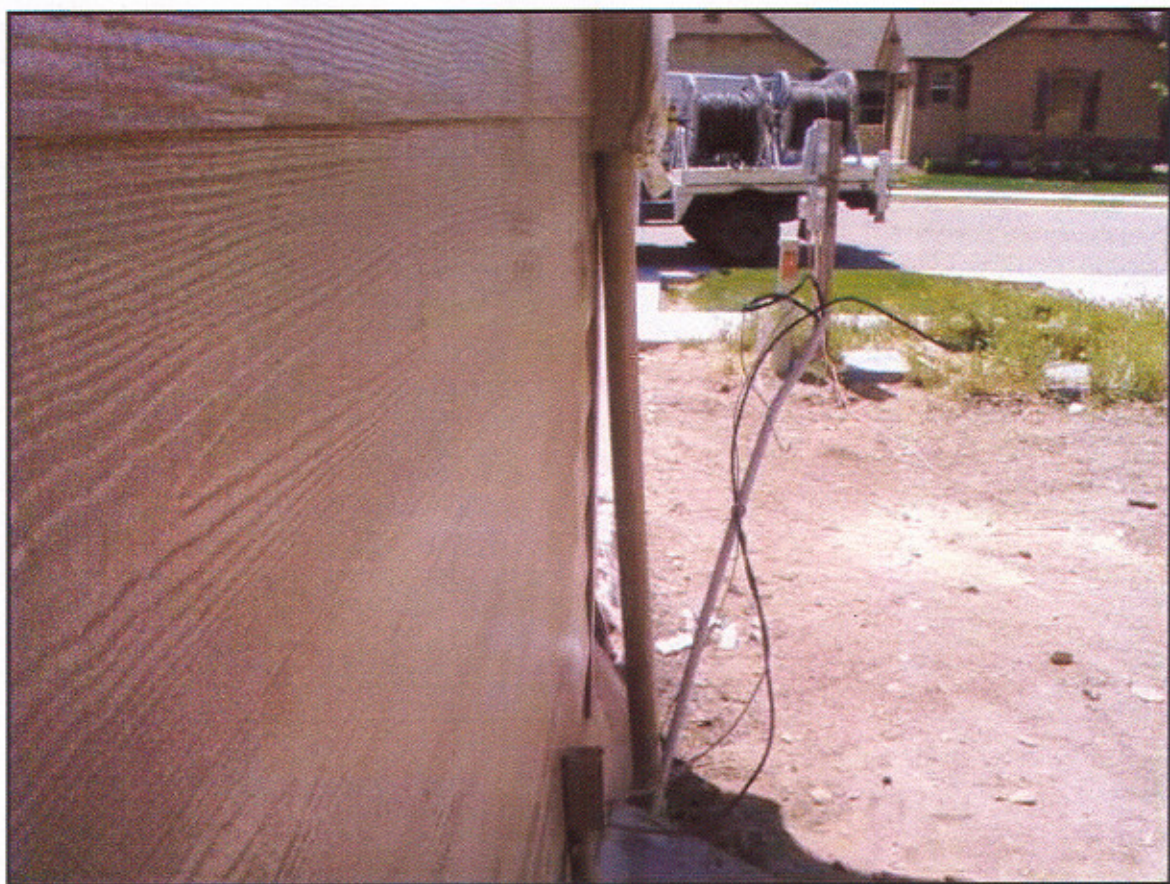
Matt W. Smith  
Lines Leader, Capital Region  
Idaho Power Company  
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9/3/2009





THIS is a photo of the location where  
IN Power DIDN'T RUN THE CABLE OR SET  
THE meter claiming IT WAS DUE TO THE  
CONDUIT BEING TOO FAR FROM THE HOUST  
AND NOT ATTACHED. NOTE THE TEMP  
POLE WITH A meter ATTACHED even  
THOUGH THEY SAY IT'S AGAINST THEIR  
REGULATIONS TO INSTALL A meter  
LESS THAN 5' ABOVE GRADE. ANOTHER  
EXAMPLE OF THEIR INCONSISTENCIES -



Meter set and Power /  
Run But no changes.  
Trestle left Bething also





